WHAT IS CLAIMED IS:

1. A method for organizing related communications in one or more databases comprising:

> receiving at least one XML-based message from at least one of many, different communication devices;

> comparing one or more XML tags within the at least one XML-based message to one or more references, wherein each reference is associated with one or more previous messages;

> selecting a reference that most closely matches one or more of the XML tags;

> converting the received message into a converted message having a format associated with at least one database associated with the matching reference; and

> forwarding the converted message to the associated database.

2. The method as in claim 1, wherein the received message and a previous message corresponding to the selected reference are substantially related to one another.

3. The method as in claim 1, further comprising enabling a telecommunications service that organizes related communications in one or more databases.

4. The method as in claim 1, further comprising:

> converting a next message into a same format as the converted message when the next message has one or more XML tags that match the XML tags of a previous message; and

> forwarding the next, converted message to a database associated with the converted message.

5. The method as in claim 1, wherein the at least one received XML-based message comprises a Document Type Definition ("DTD") which substantially takes the form of:

```
<!DOCTYPE GDS [

<!ELEMENT Correspondence (Envelope+,CallHistory+)>

<!ELEMENT Envelope (Sender, Receiver, Subject, ReceiptDate, Content,

ContentType)>

<!ELEMENT CallHistory (ContactDate,AgentComments)>

<!ELEMENT Sender (#PCDATA)>

<!ELEMENT Receiver(#PCDATA)>

<!ELEMENT Subject(#PCDATA)>

<!ELEMENT ReceiptDate (#PCDATA)>

<!ELEMENT Content (#PCDATA)>

<!ATTLIST ContentType CType CDATA #REQUIRED>

]>
```

6. The method as in claim 1, further comprising:

selecting an initial database when no reference most closely matches one or more
of the XML tags of the received message;

converting the received message into a format corresponding to the selected,
initial database; and

forwarding the converted message to the selected, initial database.

7. The method as in claim 1, further comprising:

forwarding an XML-based message comprising a DTD which substantially takes the form of:

```
<!DOCTYPE GDS [

<!ELEMENT Correspondence (Envelope+,CallHistory+)>

<!ELEMENT Envelope (Sender, Receiver, Subject, ReceiptDate, Content,

ContentType)>

<!ELEMENT CallHistory (ContactDate,AgentComments)>

<!ELEMENT Sender (#PCDATA)>

<!ELEMENT Receiver(#PCDATA)>

<!ELEMENT Subject(#PCDATA)>

<!ELEMENT ReceiptDate (#PCDATA)>

<!ELEMENT Content (#PCDATA)>

<!ATTLIST ContentType CType CDATA #REQUIRED>

]>
```
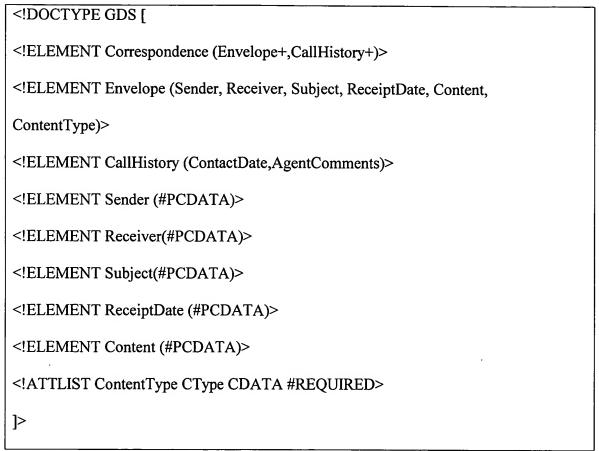
to at least one of the many, different communication devices.

8. The method as in claim 1, wherein the different communication devices are selected from the group consisting of a voicemail server, a facsimile server, an email server, and a web server.

9. The method as in claim 1, wherein the database format is selected from the group consisting of Oracle, Sybase, MySQL, MsQL, and DB2.

10. The method as in claim 1, further comprising:

forwarding a responsive XML-based message comprising a DTD which

substantially takes the form of

```
<!DOCTYPE GDS [

<!ELEMENT Correspondence (Envelope+,CallHistory+)>

<!ELEMENT Envelope (Sender, Receiver, Subject, ReceiptDate, Content,

ContentType)>

<!ELEMENT CallHistory (ContactDate,AgentComments)>

<!ELEMENT Sender (#PCDATA)>

<!ELEMENT Receiver(#PCDATA)>

<!ELEMENT Subject(#PCDATA)>

<!ELEMENT ReceiptDate (#PCDATA)>

<!ELEMENT Content (#PCDATA)>

<!ATTLIST ContentType CType CDATA #REQUIRED>

]>
```

to a mediation web server.

11. The method as in claim 1, further comprising:

forwarding a confirmation message to at least one of the group consisting of a

customer agent and a customer.

12. The method as in claim 1, further comprising:

forwarding certain types of related messages to a customer agent, wherein the

message types are selected from the group consisting of voicemail,

facsimile, email and Internet messages.

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13. The method as in claim 1 further comprising:

receiving at least one XML-based message from a customer agent;

comparing one or more XML tags within the at least one XML-based message to one or more references, wherein each of the one or more references is associated with one or more previous messages;

selecting a reference that most closely matches one or more of the XML tags;

converting the received message into a converted message having a format associated with the matching reference; and

forwarding the converted message to the associated database.

14. A system for organizing related communications in one or more databases, the system comprising:

a mediation web server operable to:

receive at least one XML-based message from at least one of many, different communication devices;

compare one or more XML tags within the message to one or more references, wherein each reference is associated with one or more previous messages;

select a reference that most closely matches one or more of the XML tags;

convert the received message into a format associated with at least one database associated with the matching reference; and

forward the converted message to the associated database.

15. The system as in claim 14, wherein the received message and a previous message corresponding to the selected reference are substantially related to one another.

16. The system as in claim 14, wherein the web server is further operable to enable a telecommunications service that organizes related communications in one or more databases.

17. The system as in claim 14, wherein the web server is further operable to:

convert a next message into a same format as a previously converted message
when the next message's one or more XML tags match the XML tags of a
previous message; and

forward the next, converted message to a same database associated with the
previously converted message.

18. The system as in claim 14, wherein the at least one received XML-based
message comprises a Document Type Definition ("DTD") which substantially takes the
form of:

```
<!DOCTYPE GDS [

<!ELEMENT Correspondence (Envelope+,CallHistory+)>

<!ELEMENT Envelope (Sender, Receiver, Subject, ReceiptDate, Content,

ContentType)>

<!ELEMENT CallHistory (ContactDate,AgentComments)>

<!ELEMENT Sender (#PCDATA)>

<!ELEMENT Receiver(#PCDATA)>

<!ELEMENT Subject(#PCDATA)>

<!ELEMENT ReceiptDate (#PCDATA)>

<!ELEMENT Content (#PCDATA)>

<!ATTLIST ContentType CType CDATA #REQUIRED>

]>
```

19. The system as in claim 14, wherein the web server is further operable to:

select an initial database when no reference most closely matches one or more of the XML tags of the received message;

convert the received message into a format corresponding to the selected, initial database; and

forward the converted message to the selected, initial database.

20. The system as in claim 14, wherein the web server is further operable to:

forward an XML-based message comprising a Document Type Definition ("DTD") which substantially takes the form of:

```
<!DOCTYPE GDS [

<!ELEMENT Correspondence (Envelope+,CallHistory+)>

<!ELEMENT Envelope (Sender, Receiver, Subject, ReceiptDate, Content,

ContentType)>

<!ELEMENT CallHistory (ContactDate,AgentComments)>

<!ELEMENT Sender (#PCDATA)>

<!ELEMENT Receiver(#PCDATA)>

<!ELEMENT Subject(#PCDATA)>

<!ELEMENT ReceiptDate (#PCDATA)>

<!ELEMENT Content (#PCDATA)>

<!ATTLIST ContentType CType CDATA #REQUIRED>

]>
```

to at least one of the many, different communications devices.

21. The system as in claim 14 wherein the database format is selected from the group consisting of Oracle, Sybase and MySQL, MsQL, DB2.

22. The system as in claim 14 further comprising:

at least one communications control device responsive to the mediation web
   server, the communication control device operable to forward a responsive
   XML-based message comprising a Document Type Definition.

23. The system as in claim 22, wherein the communication control device is
selected from the group consisting of a voicemail server, a facsimile server, an email
server, and a web server.

24. The system as in claim 14 wherein the web server is further operable to
forward a confirmation message to at least one of the group consisting of a customer
agent and a customer.

25. The system as in claim 14 wherein the web server is further operable to
forward certain types of related messages to a customer agent, wherein the message types
are selected from the group consisting of voicemail, facsimile, email and Internet
messages.

26. The system as in claim 14 wherein the web server is further operable to:

receive at least one XML-based message from a customer agent;

compare one or more tags within the message to one or more references, wherein
   each reference is associated with one or more previous messages;

select a reference that most closely matches one or more of the XML tags;

convert the received message into a format associated with the matching
   reference; and

forward the converted message to the associated database.